



City of Santa Clara Fire Department

ANNUAL REPORT 2018

Mission Statement: As compassionate members of the community, the Santa Clara Fire Department protects and enhances the quality of life for the people we serve. We provide caring, customer-oriented service to protect life, property, and the environment.

About Santa Clara Fire

The Santa Clara Fire Department is an internationally accredited agency that provides fire, emergency medical, specialized rescue, fire prevention and hazardous materials services to the city of Santa Clara, California.

The community of 18.4 square miles is home to an estimated 129,604 residents. The Fire Department was established in 1854 when local residents formed the Columbia Hose Volunteer Fire Company. Today, the City has 10 fire stations consisting of eight engines, two aerial ladder trucks, one rescue/light unit, two ambulances, one hazardous materials unit and one command vehicle. The Fire Department is comprised of 167 personnel and is supplemented by 40 Reserve Firefighters when fully staffed.



Accreditation Achievement

In 2018 the Fire Department completed an intensive self-assessment process as outlined by the Center for Public Safety Excellence and the Commission on Fire Accreditation International. Following the self-assessment process, a team of peer assessors from departments across the United States visited Santa Clara to verify and validate fire department operations. On August 9, 2018, five accreditation team members, joined the fire chief in Dallas, Texas to provide testimony to the commission regarding practices and procedures as they relate to our ability to deliver service to the community. The Commission voted unanimously to award accredited status to the City of Santa Clara Fire Department.



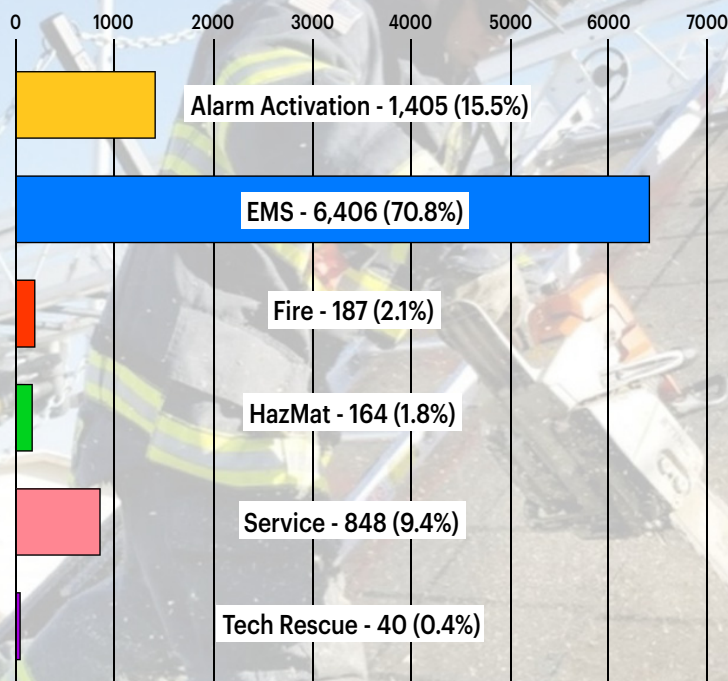
Accreditation is an international recognition of achievement, acknowledging that the SCFD is performing industry best practices.



This is a significant accomplishment for the Fire Department and our community, as it verifies that the organization has established a process for continuous improvement in the way fire and emergency services are delivered.

Call Volume At A Glance

9,050 Total calls during 2018



Message from the Fire Chief

This annual report highlights the activities and accomplishments of the Santa Clara Fire Department throughout 2018. With a focus on continuous improvement, we have modernized the fire department vehicle fleet, trained staff to address all types of risk, and updated administrative processes.

The men and women of the fire department are proud to be compassionate members of the Santa Clara community and are committed to providing the highest level of service possible. We are an all-risk, customer-oriented department, dedicated to protecting our community through caring service.

Please feel free to contact us if you would like further information, or visit our website at fire.santaclaraca.gov.



William G. Kelly
William G. Kelly

Santa Clara Fire Department Values

Integrity • Competence • Professionalism • Positive Attitude • Accountability

2018 Highlights

Fleet Upgrades

In 2018, Santa Clara Fire took delivery of two new fire apparatus. A 105' aerial ladder truck was placed in-service at Fire Station 2 on Walsh Avenue and a new Hazardous Materials response vehicle was placed in service at Fire Station 9 on Corvin Drive. Planned investments in our fleet will continue in July 2019 with delivery of two new fire engines, manufactured by Hi-Tech Emergency Vehicle Services.



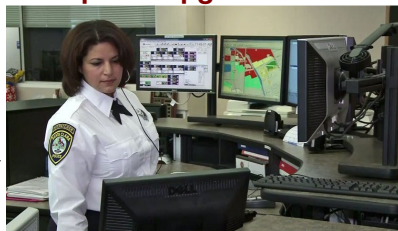
Emergency Operations Center

The City of Santa Clara Office of Emergency Services provided 82 hours of emergency operations center training for city staff in 2018, which included a full-scale, earthquake-response exercise and two workshops to test the capability of the facility and personnel. This advanced the goal of maintaining a robust emergency management program, that is prepared to meet the needs of our community.

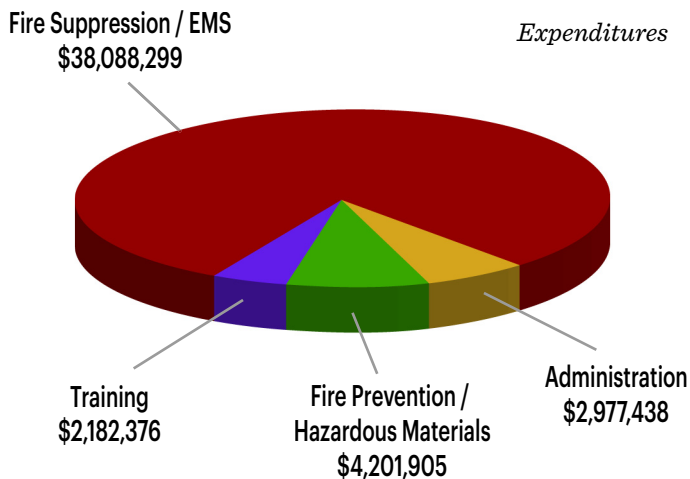


Computer Aided Dispatch Upgrade

In 2018, a full upgrade of the public safety Computer Aided Dispatch system was completed. The upgrade ensures the newest technology is in place at the 9-1-1 dispatch center. The new CAD system improves the call-processing time for 9-1-1 emergencies and provides new technology, including automated call routing and detailed location identification of cellular callers. These system enhancements will reduce overall response times to emergencies.



Fire Department Actual Total Budget: \$47,450,018* Fiscal Year Ending June 30, 2018

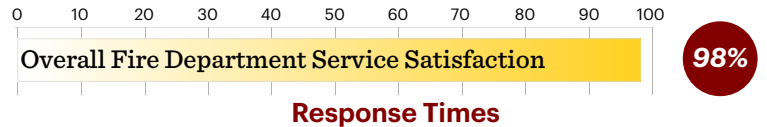


*City of Santa Clara Finance Department

fire.santaclaraca.gov
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 @SantaClaraFD
 @SantaClara_FD

Measuring Our Performance

Customer Approval Customer Feedback Surveys



Response Times

Structure Fire Calls

Standard: The first unit will arrive in under 6 minutes from dispatch of alarm, 90% of the time.

Outcome: Santa Clara Fire Department arrived in 5 minutes and 56 seconds or less, 90% of the time.

Standard: Establish OSHA firefighter safety standard "2-in/2-out" in less than 8 minutes from dispatch of alarm, 90% of the time.

Outcome: Santa Clara Fire Department met OSHA standard in 6 minutes and 8 seconds or less, 90% of the time.

Standard: Have an effective firefighting force (17 personnel) on-scene in less than 10 minutes from dispatch of alarm, 90% of the time.

Outcome: Santa Clara Fire Department met this standard in 9 minutes and 20 seconds or less, 90% of the time.

Emergency Medical Calls

Standard: An Advanced Life Support fire company (includes firefighter/paramedic) will arrive in under 8 minutes from dispatch of alarm, 90% of the time.

Outcome: Santa Clara Fire Department arrived in 5 minutes and 51 seconds or less, 90% of the time.

Inspection and Development Data

Operational Permit Inspections - 7,095

Plan Reviews - 2,760

Construction Inspections - 2,236

Additional information and data is available online at:
[Community Risk Assessment & Standards of Cover.](#)

Looking Forward...

Fire Department Volunteer Opportunity

The Fire Department is in the process of expanding the Volunteer Reserve Division to include additional opportunities for community members to volunteer within the department. These opportunities will include public education volunteers, Community Emergency Response Team members, technology specialist, fire museum staff, emergency radio communicators and many more. Follow the website fire.santaclaraca.gov for the most updated information.

Interactive Fire Prevention Education

In 2019, the Fire Prevention Division, in combination with the Fire Suppression Division, will be launching a *Firefighters in Safety Education* program. Firefighters will provide fire safety education to all elementary school students in the city through a structured interactive program.

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